Information Technology Strategic Plan

The **mission** of Missouri information technology is to make state government more efficient, more effective, and more accessible to its citizens through innovative, time-saving, and cost-saving technology applications.

The **vision** is that Missouri Information Technology is known throughout the state and the country as the "best in the business' in numerous state government technology initiative areas.

As **Guiding Principles**, Missouri Information Technology will:
- Promote strategic alignment between government technology investments and State business agendas
- Improve external and internal communications about technology initiatives/priorities
- Develop an adaptive enterprise architecture to coordinate and integrate information technology programs and systems across government
- Foster policies that support public trust
- Develop privacy and security standards committed to protecting citizens rights and the integrity of the State of Missouri data and information systems
- Develop a performance management model for agencies to use in meeting goals and achieving their mission

*The **Organizational Goals and Strategies** to realize our mission and vision include:*

Organizational Goal:

1. Maximize the efficiency of Missouri's information technology infrastructure

    1.1   Engage agencies as active participants in ITAB

    1.2   Support the development of "Interagency solutions" and standards

    1.3   Utilize the E-Gov Business Oversight Committee to provide business direction commensurate with State business goals

    1.4   Promote sharing of best practices

    1.5   Maintain funding commensurate with service delivery

Organizational Goal:

2. Performance Management is fully utilized to maintain focus on long-term goals and strategic objectives

    2.1   Compare actual performance against expectations and set targets by which progress toward objectives can be measured

    2.2   Establish key indicators and communicate about the successes of programs and services

    2.3   Utilize metrics in determining program effectiveness, evaluating options for service delivery, and charting long-term programs

Organizational Goal:

3. Strengthen the role of information technology in Missouri State Government

    3.1   Establish the position of CIO and the Office of Information Technology statutorily within Missouri State Government

    3.2   Maintain a seat on the Governor's Cabinet

    3.3   Engage in business communications

    3.4   Lead Agency and corporate sharing of best practices

    3.5   Measure and communicate the value of information technology in attaining desired business results

Missouri information technology relies on its strategic plan as a guide to develop an annual business plan. The business plan highlights the initiatives and tactics information technology will undertake for the year in process. Strategic initiatives to be addressed are determined by members of the Information Technology Advisory Board (ITAB) preference and priority as well as emerging state and national issues.

Missouri's information technology current strategic issues include:

- Privacy and Security
- Adaptive Enterprise Architecture
- Business Continuity and Disaster Recovery
- Strategic Business and Services, with focus on
    - Infrastructure Efficiencies
        - Centralization of Core Information Technology Functions
        - Consolidation of Business Processes
        - Elimination of Duplicate Systems
    - Business Case Development
    - Procurement
    - Economic Development

Details concerning how Missouri Information Technology is addressing these strategic issues can be found in the Missouri Information Technology 2003-2004 Annual Business Plan.